



Texas Water Utilities

USER DROUGHT CONTINGENCY PLAN

TEXAS WATER UTILITIES, L.P. - CCN 12983

MIDWAY WATER UTILITIES, Inc. - CCN 12087

SWWC UTILITIES, INC.

dba Mid-Tex Utilities, Inc. - CCN 12914

dba Windermere Utility Co., Inc. - CCN 11471

METRO WATER SYSTEMS, Inc.

**Effective for: ALL PWS under CCN`
see attached list**

As revised June 2024

UTILITY	PUC CCN NO.	TCEQ PWS ID NO.	SYSTEM NAME	COUNTY
TEXAS WATER UTILITIES, L.P.	12983			
		100039	Enchanted River Estates	Bandera
		100037	Lake Medina Shores	Bandera
		100042	River Bend Estates	Bandera
		150235	Bavarian Hills	Bexar
		150046	Coolcrest Water System	Bexar
		150096	Stagecoach Hills	Bexar
		150135	Oaks North Mobile Home Estates	Bexar
		150421	Country Springs Water Company	Bexar
		200029	Holiday Shores	Brazoria
		360069	Tower Terrace	Chambers
		360111	Greenbriar Estates	Chambers
		460037	Oak Village North	Comal
		460211	Rim Rock Ranch	Comal
		460221	Windmill Ranch Subdivision	Comal
		490041	Pleasant Ridge Addition	Cooke
		490030	Timber Creek Addition	Cooke
		610015	Denton Creek Estates	Denton
		610175	Ponderosa Addition Utilities	Denton
		610059	Stonecrest Estates	Denton
		610037	Wynnwood Haven Estates	Denton
		810038	Moody Water System	Freestone
		860107	Oakview Water System	Gillespie
		910035	Ridgecrest	Grayson
		910038	Rocky Point Estates	Grayson
		910040	Sherwood Shores	Grayson
		910052	Tanglewood-on-Texoma	Grayson
		940030	Garden Oaks	Guadalupe
		1010931	Aldine Village Subdivision	Harris
		1011253	Azalea Estates	Harris
		1012174	Cedar Bayou Estates	Harris
		1010112	Cedar Bayou Park	Harris
		1011556	Cedar Oaks	Harris
		1010283	Cottonwood Park	Harris
		1011792	Cypress Hill	Harris
		1010706	Fairview Acres MHP	Harris
		1011492	Glenwood Mobile Home Subdivision	Harris

		1011734	Homestead Oaks	Harris
		1013733	Los Pinos Water System	Harris
		1012995	McGee Place	Harris
		1012450	Orchard Crossing	Harris
		1010640	Rollan Heights	Harris
		1013172	Spring Cypress Center	Harris
		1013316	Target Center Water Plant	Harris
		1013599	Villas of Willowbrook	Harris
		1010230	Western Trails Subdivision	Harris
		1050124	Huntington Estates	Hays
		1050028	Plum Creek	Hays
		1050099	River Oaks Ranch	Hays
		1070235	Athens Water System Coop	Henderson
		1070069	Beachwood Estates & North Trinidad	Henderson
		1070220	Briarwood Harbor	Henderson
		1070106	Carolynn Estates	Henderson
		1070206	Cherokee Shores Water Supply	Henderson
		1070159	Dal-High Water System	Henderson
		1070124	Highsaw	Henderson
		1070039	Lollipop Water Works	Henderson
		1070085	Westwood Beach	Henderson
		1110055	Acton Water Royal Oaks	Hood
		1110060	Comanche Cove & Heritage Heights	Hood
		1110022	Comanche Harbor & Port O'Call	Hood
		1110109	Granbury Acres Water System	Hood
		1110002	Hideaway Bay Estates	Hood
		1110044	Montego Bay Estates	Hood
		1110004	Oak Trail Shores	Hood
		1110036	Rancho Brazos Subdivision	Hood
		1110005	Western Hills Harbor	Hood
		1260011	Crowley 1 Acre Sky Corp Water	Johnson
		1260076	Falcon Crest Addition	Johnson
		1260074	Metroplex Homesteads Water Supply	Johnson
		1260099	Nolan River Estates	Johnson
		1260035	Ridge Crest Addition & Misty Hollow	Johnson
		1260103	Shaded Lane Estates	Johnson
		1260094	Southern Acres Water System	Johnson
		1260025	Sundance Addition	Johnson
		1260037	Tex-Rides Subdivision	Johnson
		1260116	Triple H Estates	Johnson

		1260038	Twin Creek Subdivision	Johnson
		1260063	West Meadow Subdivision	Johnson
		1260077	West Park Village	Johnson
		1300005	Cascade Mobile Home Park	Kendall
		1300035	Platten Creek Water System	Kendall
		1330019	Cedar Springs MHP	Kerr
		1330007	Center Point	Kerr
		1330080	Heritage Park Water System	Kerr
		1330030	Hills & Dales	Kerr
		1330134	Oak Ridge Estates Water System	Kerr
		1330128	Southern Hills	Kerr
		1330027	Verde Park Estates	Kerr
		1330169	Vista Hills	Kerr
		1330015	Westwood Water System	Kerr
		1330141	Windwood Oaks Water System	Kerr
		1330024	Woodhaven Mobile Home Park	Kerr
		1013733	Los Pinos Water System	Harris/Liberty
		1460086	Peterson Place	Liberty
		1460041	Raywood Water System	Liberty
		1460199	The Trails Subdivision	Liberty/Harris
		1580063	Indian Hills Harbor	Marion
		1580023	Pine Harbor Subdivision	Marion
		1580020	Creek Water Utility	Marion
		1610058	Camelot Forest Water System	Matagorda
		1630038	Rocky Creek Subdivision Water System	Medina
		1700331	Crystal Springs Subdivision	Montgomery
		1700386	Decker Hills	Montgomery
		1700014	Hulon Lakes Subdivision	Montgomery
		1700454	Oakwood Water System	Montgomery
		1700483	Serenity Woods Subdivision	Montgomery
		1700966	Williams Trail	Montgomery
		1700648	Woodland Oaks	Montgomery
		1840120	Green Acres Water System	Parker
		1840026	Spanish Park Subdivision	Parker
		1840014	Western Lake Estates	Parker
		1840105	Westview Enterprises	Parker
		1870016	Beacon Bay Marina and RV Park	Polk
		1870088	Chesswood Water System	Polk
		1870138	Country Wood Water System	Polk
		1870160	Garden Acres Subdivision Water System	Polk

		1870152	Longhorn Valley	Polk
		1870055	Oak Terrace Estates Water System	Polk
		1870146	Phillips Acres	Polk
		1870130	Pinwah Pines Estates	Polk
		2040059	Blue Water Cove	San Jacinto
		2040045	Cedar Valley Subdivision	San Jacinto
		2040031	Coldspring Terrace Water System	San Jacinto
		2040008	Governors Point	San Jacinto
		2040067	Holiday Villages of Livingston	San Jacinto
		2040061	Shepherd Hill Estates	San Jacinto
		2120064	Lakeway Harbor Subdivision	Smith
		2120035	Pine Trail Shores	Smith
		2200313	Benbrook Hills	Tarrant
		2200281	Markum Ranch Estates	Tarrant
		2200299	Silver Saddle Acres	Tarrant
		2200079	Westside Rural WSC	Tarrant
		2270255	Austins Colony	Travis
		2270102	Inverness Point Water System	Travis
		2280035	Harbor Point	Trinity
		2290010	Ivanhoe Land of Lakes	Tyler
		2340007	Callender Lake	Van Zandt
		2490051	Aurora Vista	Wise
		2490044	Chisholm Hills Estates	Wise
		2490053	Coyote Ridge Addition	Wise
		2490046	Hills of Oliver Creek	Wise
		n/a	Las Brisas	Wise
		2490058	Sage Brush Estates	Wise
		2490061	Sky View Ranch Estates	Wise
		2490050	Windmill Trail	Wise
		2500058	Holiday Villages of Fork	Wood
Temporary Manager		0910126	Northern Hills	Grayson
MIDWAY WATER UTILITIES Inc.	12087			
		0910147	Rock Creek Resort	Grayson
		1010028	Western Homes	Harris
		1010192	Parkland Estates	Harris
		1010410	Aldine Forest	Harris

		1010517	Mading Lane	Harris
		1010670	West Montgomery	Harris
		1011708	Whisper Meadows	Harris
		1011999	North Belt Forest	Harris
		1090073	White Bluff Community Water Supply	Hill
		1260127	The Retreat Water Supply	Johnson
		1700684	Rolling Forest	Montgomery
		1820061	The Cliffs	Palo Pinto
SWWC UTILITIES, INC. dba Mid-Tex Utilities, Inc.	12914			
		1050157	Mid-Tex Utilities	Travis
SWWC UTILITIES, INC. dba Windermere Utility Co., Inc.	11471			
		2270161	Windermere Community	Travis
METRO WATER SYSTEMS, Inc.	wholesale only			
		0830037	Metro Water Systems	Gaines
		0200800	Pradera Oaks Water System	Brazoria

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Executive Summary

The Utility approves this User Drought Contingency Plan (UDCP or Plan) to manage its water systems and water resources during drought conditions, periods of abnormally high usage, system contamination, and extended reduction in ability to supply water due to equipment failure or other emergencies in a conscientious, fair, and appropriate manner. This plan is not designed to penalize, stigmatize, or criticize anyone about their respective water use. The sole intent of this plan is to protect the health and safety of the community at large by maintaining an adequate supply of water during the various stages of drought conditions or other water supply emergencies.

The Utility believes significant reductions in water usage can be achieved through voluntary efforts by customer. Implementation of voluntary water conservation measures and conscientious water use practices are encouraged at all times, however, additional water use restrictions are required in cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure.

Section 1: Declaration of Policy, Purpose, and Intent

The Utility, in their continuing effort to maintain an adequate supply of high quality water, approves this UDCP. In order to maintain supply, storage, and pressure or to comply with regulatory requirements, temporary restrictions may be necessary to limit non-essential water usage. This UDCP has been guided by the Texas Commission on Environmental Quality (TCEQ) Requirements & Rules.

Section 2: Public Education and Involvement

The Utility will periodically provide customers and wholesale water customers with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the water use restrictions to be implemented in each stage. The Utility considers drought information timely and promotes easy to understand information related to the UDCP. Therefore, the utility will provide information utilizing one or more of following communication channels:

- Bill inserts
- Direct mail notices
- Website

On November 1, 2023 an updated version of this User Drought Contingency Plan was posted on the utility's public website swwc.com/texas and public review and comment was solicited from all active customers by an announcement included in the November 2023 monthly bill (Example attached in Appendix). The utility will periodically invite customers by bill message to review the plan and provide input.

Section 3: Coordination with Region Water Planning Groups

The Utility service area is located within Regional Water Planning Groups (RWPG) C, D, G, H, I, J, K and L. The Utility has mailed a copy of this Plan to the respective RWPG.

Section 4: Coordination with Groundwater Conservation Districts and Regional Surface Water Authorities (Districts)

The Utility owns and operates water systems in several geographical areas within the State of Texas. A number of these areas are subject to District rules, which the Utility is obligated to follow. The Utility is committed to making the best use of groundwater and surface water resources and coordinating conservation efforts with Districts to make the best use of these resources.

Section 5: Notice Requirements

The Utility will provide written notice to each service address by mail, hand delivery or electronic mail prior to implementation or termination of each stage of the water restriction program. The utility will send said notice to each customer at least 72 hours prior to the start of new or modified water use restrictions. If the Utility hand delivers said notice, the Utility will not enforce the provisions of the plan for 24 hours after notice is provided.

The Utility will provide the following information on the written notice:

- the date restrictions will begin,
- the triggering circumstances,
- an outline of the stages and explanation of restrictions in this plan, and
- an explanation of the violation consequences.

During Stage 3, the Utility will notify customers that violating sprinklers, automatic irrigations systems or use of hand held hose restrictions may result in installation of a flow restrictor without a prior notice.

Prior to implementing Alarm, Critical or Exceptional Drought Stage, the Utility will notify the TCEQ by telephone at (512) 239-4691 or by electronic mail using the Drought Contingency Plan Water Use Restrictions Reporting Form: at https://www.tceq.texas.gov/drinkingwater/homeland_security/security_pws

In addition, the Utility will notify, in writing, the TCEQ District and the Public Drinking Water Section at MC-155, P.O. Box 13087, Austin, TX 78711-3087 and the Public Utility Commission of Texas (PUC) within five (5) working days of implementation.

Section 6: Enforcement Procedures and Plan Adoption

No person shall knowingly or intentionally allow the use of water from the Utility for residential, commercial, industrial, agricultural, governmental or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by the Utility Management in accordance with provisions of the Plan.

Any person, including a water customer of the Utility in apparent control of the property where a violation occurs or originates, shall be presumed to be the violator and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to prove a violation was not committed. Parents or guardians are presumed to be the responsible party for violations committed by their minor children. A violation of this policy, committed by a child, occurring on property within the parent or guardian control shall constitute a presumption that the parent committed the violation. The Utility reserves the right to review violations on a case by case basis and discharge violations of this plan where a violator provides reasonable evidence of a good faith effort to prevent a violation of this plan.

To implement and enforce this plan, the Utility will:

- utilize methods and procedures outlined in this plan,

- incorporate enforcement measures and surcharges available to CCN holders under TCEQ and PUC rules, and
- will notify system end-users of the authority and intent to enforce the measures of this plan.

Penalties for violations are outlined in the respective plan stages below.

Section 7: Exemptions or Variances

The Utility may grant any customer an exemption or variance from the UDCP for good cause upon written request. If such a request may cause the Utility to violate a provision as set by Districts, the Utility may request a variance to the provision from said District. Any customer refused an exemption or variance by the Utility may appeal such action of the Utility in writing to the TCEQ and/or the PUC. The Utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

The Utility Management, may, in writing, grant temporary variances for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variances would cause an emergency condition adversely affecting health or sanitation for the public or the person requesting such variance and if one or more of the following conditions are met:

- Compliance with this Plan cannot be technically accomplished during the duration of the supply shortage or other condition for which the Plan is in effect.
- Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of the Plan shall file a petition for variance with the Utility within five (5) days after the Plan or a particular drought response stage had been invoked. All petitions for variances shall be reviewed by the Management of the Utility and shall include the following:

- Name and address of the petitioner(s).
- Purpose of water use.
- Specific provision(s) of the Plan from which the petitioner is requesting relief.
- Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this provision.
- Description of the relief requested.
- Period of time for which the variance is sought.
- Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.
- Other pertinent information.

Variances granted by the Utility are subject to the following conditions, unless waived or modified by Management:

- Variances granted shall include a timetable for compliance.
- Variances granted shall expire when the Plan is no longer in effect, unless the petitioner has failed to meet specific requirements.

No variance shall be retroactive or otherwise justify any violation of the Plan occurring prior to the issuance of the variance.

Section 8: Response Stages

Unless there is an immediate and extreme reduction in an aquifer level; water availability or production; critical system capacity; or other absolute necessity to declare an emergency or severe condition, the Utility will progress sequentially from Stage 1 through more restrictive stages. If, after a reasonable period of time, demand is not reduced enough to alleviate the conditions that initiated restrictions or to comply with restrictions required by a court, district, government agency, wholesale provider or other authority, some outdoor water use provisions in a particular Stage may be modified or further restricted or more restrictive Stages implemented as necessary to achieve the necessary reductions. In addition to restricted watering times, maximum monthly or weekly customer usage targets may be implemented and enforced in the same manner as the restrictions listed below. Notice of any modified restrictions or of a more stringent stage will be provided to customers in accordance with Section 3. In order to comply with the requirements of an underground district, wholesale provider or other authority, the Utility may skip a less restrictive stage and immediately implement Stage II, Stage III or Stage IV.

Section 9: Drought, Demand & Critical System Capacity Stage Triggers

Water System Supply Contamination or Outage

In the event of system supply contamination or system outage, the Utility may immediately implement the response measures of Stage IV.

Demand Based Triggers

Trigger	Stage I (Mandatory)	Stage II (Mandatory)	Stage III (Mandatory)
Percent of water treatment capacity reached for 3 or more days in a week	60	75	90
Well pump hours per day for more than 3 days.	15 Hours	18 hours	22 hours

Supply Based Triggers

For those systems where the Utility pumps water from a ground water district or purchases water from wholesalers, the district or wholesale supplier will formally notify the Utility of one or more precipitating events triggering a stage of the district or wholesaler’s drought contingency plan. Upon enactment of a stage in the district, authority or wholesaler’s drought contingency plan, the Utility may correspondingly implement the same or equivalent stage in its service area. The Utility can modify its plan to match the watering schedules, daily watering hours or other specific restrictions of a wholesaler, district or other authority if asked to do so. The Utility will notify customers of any changes in days, hours or other provisions prior to enforcing provisions of the plan. When the Utility must self regulate to comply with ground water permit limitations, water restrictions may be enacted to ensure compliance with permit limits.

Section 10: Alternative Water Sources

If available an alternate water source will be used directly by the Utility to manage limited water supplies in the event of water supply contamination, system outage or conditional permitting curtailments.

Section 11: Wholesale Water Customers

This section is applicable to wholesale water customers of the Utility who are public water suppliers.

Public Involvement

Opportunity for the wholesale water customers to provide input into the preparation of the Plan was provided by Texas Water Utilities, L.P. and SWWC Utilities, Inc. by means of first class mail.

Pro Rata Water Allocation

In the event that the triggering criteria specified in Section 12 of the Plan for Stage IV – Exceptional Drought, the Director of Operations is hereby authorized to initiate allocation of water supplies on a pro rata basis in accordance with Texas Water Code, §11.039.

Contract Provisions

The Utility will include a provision in every wholesale water contract entered into or renewed after adoption of the plan, including contract extensions, that in case of a shortage of water resulting from drought, the water to be distributed shall be divided in accordance with Texas Water Code, §11.039.

Section 12: Water Conservation Periods and Drought Stage Responses

Drought contingency plans are multifaceted. To aid the general public and utility employees in understanding this plan, the Utility provides a summary of the mandatory Stages I, II, and III in Section 13.

Awareness (Voluntary, No Restrictions)

Goal

Reduce water consumption and usage by ten (10) percent through voluntary conservation.

Triggers/ Rationale for Initiation

To preserve the health, safety, and well-being of water users, the Utility encourages customers to follow voluntarily conservation awareness practices below. When not in a declared drought or mandatory water restriction period, the Utility will implement this voluntary conservation stage between May 1st and September 30th. The Utility will notify customers each spring that Voluntary Conservation is in place.

Voluntary Practices

The Utility recommends customers voluntarily limit the irrigation of landscaped areas using hose-end sprinklers or automatic systems between 12:01 AM to 4:00 AM; 7:00 AM to 10:00 AM; and 8:00 PM to 11:59 PM on the designated watering day on the approved watering schedule cited in Section 12.

Additional Conservation Practices

- Water garden, trees, flowers or other landscaped areas with hand held hose, a faucet filled bucket or watering can any day between 6:00 PM to 10:00 AM, and avoid unattended hoses.
- Utilize soaker hoses anywhere except lawns from 8:00 PM to 10:00 AM
- Limit vehicle washing with bucket or hand-held hose with automatic shut-off.
- Draw less water for bath or reduce shower time.
- Do not let water run while shaving, dish washing, brushing teeth, etc.
- Keep pools covered if not used on a daily basis.
- Use water displacement device in toilet tank.
- Install aerators on faucets.
- Utilize water reuse where possible.
- Replacement or retrofits with ultra low flow fixtures is encouraged.
- Use a broom or blower instead of a hose to wash off driveways, sidewalks, or streets.
- Use Commercial Car Washes that recycle water.
- Take measures to prevent runoff from property from reaching streets, sidewalks, or impervious areas.

Utility Measures

To ensure the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing public landscape irrigation and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

Triggers/ Rationale for Termination of this Stage

The Voluntary Conservation Stage is in effect between May 1st and September 30th. The Utility will notify customers each fall that although the Voluntary Conservation Stage is not in place they are still encouraged to practice wise water use habits.

Stage I: Mandatory (Mandatory Restrictions)

Goal

Reduce water consumption and usage by ten (10) percent through mandatory restrictions.

Triggers/ Rationale for Initiation

If the system meets supply or demand triggers identified in Section 9 of this plan or critical system capacities are threatened, the Utility will activate Stage I.

Mandatory Restrictions

The Utility supports continued water conservation practices and voluntary reductions in water use in general. In addition, the Utility enforces the following mandatory restrictions on outdoor water use:

- Use of Automatic irrigation systems and hose end sprinkler(s) is limited between 12:01 AM to 4:00 AM; 7:00 AM to 10:00 AM; and 8:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12. Twice weekly watering allowed.
- Irrigation of landscaped areas, such as gardens, trees and flowers by hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less, or drip irrigation system is allowed any day between 12:01AM to 10:00 AM and 7:00 PM to 11:59 PM. The Utility prohibits leaving hand-held hoses unattended unless the hose is connected to an automatic shut-off nozzle.
- Use of soaker hoses on landscaped areas is allowed from 12:01 AM to 10:00 AM and 8:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12.
- Washing any motor vehicle, motorbike, boat, trailer, airplane or other vehicle with a bucket or hand-held hose with automatic shut off nozzle is permitted one (1) time every two weeks. Vehicle washing is permitted be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety and welfare of the public are contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- Topping off pools is allowed on the approved Watering Day Schedule cited in Section 12. However, outdoor water use, such as filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools; and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life or where such fountains or ponds are equipped with a re-circulation system is prohibited.
- Washing or rinsing driveways, sidewalks, or streets is prohibited at all times.
- The use of water for construction purposes from designated fire hydrants is permitted under special permit.
- No water runoff from property is allowed.

Violations & Penalties

First Violation

The Utility will issue a written Notice of Violation to the customer.

Second Violation

The Utility may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. The Utility may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

Third Violation

The Utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the Utility will apply for restoration of service.

Utility Measures

During Stage I, the Utility requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

Triggers/ Rationale for Termination of this Stage

Stage I of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven consecutive days. Upon termination of Stage I, the Awareness (Voluntary) stage, or the applicable drought response stage based on the triggering criteria, becomes operative. Customers will be notified following the procedures outlined in Section 5.

Stage II: Alarm (Mandatory Restrictions)

Goal

Reduce water consumption and usage by twenty (20) percent through mandatory restrictions.

Triggers/ Rationale for Initiation

If the system meets supply or demand triggers identified in Section 9 of this plan or critical system capacities are threatened, the Utility will activate Stage II.

Mandatory Restrictions

The Utility supports continued water conservation practices and voluntary reductions in water use in general. In addition, the Utility enforces the following mandatory restrictions on outdoor water use:

- Use of automatic irrigation systems is limited between 12:01 AM to 4:00 AM and 8:00 PM to 11:00 PM on the approved Watering Day Schedule cited in Section 12. Once weekly watering allowed.
- Use of a hose end sprinkler(s) is limited between 12:01 AM to 4:00 AM and 7:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12.
- Irrigation of landscaped areas, such as gardens, trees and flowers by hand-held hose, is limited between 12:01 AM to 4:00 AM and 7:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12.
- Soaker Hoses for all landscaped areas, except lawns, is permitted from 12:01 AM to 10:00 AM and 8:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12.
- Washing any motor vehicle, motorbike, boat, trailer, airplane or other vehicle with a bucket or hand-held hose with automatic shut-off nozzle is prohibited. Vehicle washing is permitted at any time on the immediate premises of a commercial car wash or commercial service station that uses recycled water. Further, such washing may be exempted from these regulations if the health, safety and welfare of the public are contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.

- Topping off pools is allowed on the approved Watering Day Schedule cited in Section 12. However, outdoor water use, such as filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools; and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life or where such fountains or ponds are equipped with a re-circulation system is prohibited.
- Washing or rinsing driveways, sidewalks, or streets is prohibited at all times.
- The use of water for construction purposes from designated fire hydrants is permitted under special permit.
- No water runoff from property is allowed.

Additional Restrictions

Due to the extreme nature of Stage II, the Utility reserves the right to prescribe a monthly consumption limit for customers to ensure meeting required reduction.

Violations & Penalties

First Violation

The Utility will issue a Notice of Violation to the customer.

Second Violation

The Utility may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. The Utility may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

Third Violation

The Utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the Utility will apply for restoration of service.

Utility Measures

During Stage II, the Utility requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

Triggers/ Rationale for Termination of this Stage

Stage II of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven consecutive days. Upon termination of Stage II, Stage I, or the applicable drought response stage based on the triggering criteria, becomes operative. Customers will be notified following the procedures outlined in Section 5.

Stage III: Critical (Mandatory Restrictions)

Goal

Reduce water consumption and usage by thirty (30) percent through mandatory restrictions.

Triggers/ Rationale for Initiation

If the system meets supply or demand triggers identified in Section 9 of this plan or critical system capacities are threatened or system failures are imminent the Utility will activate Stage IV.

Mandatory Restrictions

- Use of automatic irrigation systems, hand held hose, or hose end sprinkler is prohibited.
- Use of water to wash any motor vehicles, motorbikes, boats, trailers, airplanes or other vehicles is prohibited.
- Outdoor water use, such as filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools; and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life or where such fountains or ponds are equipped with a re-circulation system is prohibited.
- Irrigation of landscaped areas, such as gardens, trees and flowers by a faucet-filled bucket or watering can of five (5) gallons or less is limited between 7:00 AM to 9:00 AM and 7:00 PM to 9:00 PM.
- The use of water for construction purposes from designated fire hydrants is permitted under special permit.
- Soaker Hose use for use on building foundations is permitted from 6:00 AM to 9:00 AM and 8:00 PM to 11:59 PM on the approved Watering Day Schedule cited in Section 12. No water runoff from property is allowed.

Additional Restrictions

Due to the extreme nature of Stage III, the Utility reserves the right to prescribe a monthly consumption limit for customers to ensure meeting required reduction.

Violations & Penalties

First Violation

The Utility will issue a written Notice of Violation to the customer.

Second Violation

The Utility may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. The Utility may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

Third Violation

The Utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the Utility will apply for restoration of service.

Utility Measures

During Stage III, the Utility requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

Triggers/ Rationale for Termination of this Stage

Stage III of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven consecutive days. Upon termination of Stage III, Stage II, or the applicable drought response stage based on the triggering criteria, becomes operative. Customers will be notified following the procedures outlined in Section 5.

Stage IV- Exceptional Drought

Goal

Reduce water consumption and usage by forty (40) percent through mandatory restrictions.

Triggers/ Rationale for Initiation

Upon notification by the managing Groundwater Conservation District or Regional Surface Water Authority that the District or Authority has declared Exceptional Drought Stage or if critical system capacities are threatened or system failures are imminent the Utility will activate Stage IV.

Mandatory Restrictions

- Use of automatic irrigation systems, handheld hose, or hose end sprinkler is prohibited.
- Use of water to wash any motor vehicles, motorbikes, boats, trailers, airplanes or other vehicles is prohibited.
- Outdoor water use, such as filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools; and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life or where such fountains or ponds are equipped with a re-circulation system is prohibited.
- Irrigation of landscaped areas, such as gardens, trees and flowers by a faucet-filled bucket or watering can is prohibited.
- The use of water for construction purposes from designated fire hydrants is permitted under special permit.
- Soaker Hose use for use on building foundations is prohibited.

Additional Restrictions

Due to the extreme nature of Stage IV, the Utility reserves the right to prescribe a monthly consumption limit for customers to ensure meeting required reduction.

Violations & Penalties

First Violation

The Utility will issue a written Notice of Violation to the customer.

Second Violation

The Utility may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24-hour period. The Utility may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

Third Violation

The Utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the Utility will apply for restoration of service.

Utility Measures

During Stage IV, the Utility requests that customers limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

Triggers/ Rationale for Termination of this Stage

Stage IV of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven consecutive days. Upon termination of Stage IV, Stage III, or the applicable drought response stage based on the triggering criteria, becomes operative. Customers will be notified following the procedures outlined in Section 5.

Stage IV- Exceptional Drought – Plum Creek Water System Only

Upon notification by the Barton Springs/Edwards Aquifer Conservation District that the District has declared the aquifer to be in an Exceptional Drought Stage, Plum Creek Water System will achieve a reduction of well water by 40%. Stage V will be declared by the District when the 10-day average discharge from Barton Springs is at a rate of 14 cubic feet per second or less.

The Utility will notify its' customers that this stage has been declared by the District and that the supply of groundwater from the Edwards Aquifer is in peril. The Utility will enforce the conditions set in Stage IV beginning on page 8 of this plan with the following additional requirements:

- All outdoor use of potable water is prohibited including water buckets or cans and building foundation protection, including soaker hoses.
- All use of water for construction purposes will be reviewed. The Utility reserves the right to terminate the use of potable water for construction under this stage.

Emergency Response Period (ERP) – Plum Creek and Huntington Water System Only

Upon notification by the Barton Springs/Edwards Aquifer Conservation District that the District has declared the aquifer to be in an Extreme Drought Stage, Plum Creek and Huntington Water System will achieve a reduction of well water by 50%. Emergency Response Period will be declared by the District when the 10-day average discharge from Barton Springs is at or below a rate of 10 cubic feet per second or less or the ten-day running average water level elevation in the Lovelady Drought Indicator Well is equal to or less than 453.3 feet.

The Utility will notify its' customers that this stage has been declared by the District and that the supply of groundwater from the Edwards Aquifer is in peril. The Utility will enforce the conditions set in Stage IV beginning on page 8 of this plan with the following additional requirements:

- All outdoor use of potable water is prohibited including water buckets or cans and building foundation protection, including soaker hoses.
- All use of water for construction purposes will be reviewed. The Utility reserves the right to terminate the use of potable water for construction under this stage

LCRA Firm Customer Drought Triggers –Inverness Point Utility Company Customers Only

LCRA Drought Contingency Stage 1:

If the total combined storage in lakes Buchanan and Travis drops below 1.1million acre-feet, and interruptible stored water supplied to the Lakeside, Gulf Coast and Pierce Ranch agricultural operations is curtailed, LCRA will request its firm water customers implement mandatory drought response measures in their individual drought contingency plans with a target demand reduction goal of 10 percent. **Therefore, Stage 1 Mandatory (Mandatory Restrictions) of this UDCP will be triggered.** If the combined storage in lakes Buchanan and Travis subsequently increases to 1.2 million acre-feet, the stage will be exited.

LCRA Drought Contingency Stage 2:

LCRA will enter Stage 2 if interruptible stored water supplied to the Lakeside, Gulf Coast and Pierce Ranch agricultural operations is curtailed, and:

- a) the total combined storage in lakes Buchanan and Travis drops below 900,000 acre-feet; or
- b) on March 1 or July 1, the combined storage in lakes Buchanan and Travis is below 1.1 million acre-feet and the cumulative prior three months of inflows total to those lakes is less than the 25th percentile of historic inflows for the three-month periods.

In this stage, LCRA firm water customers must implement additional mandatory drought response measures in their individual drought contingency plans with a target demand reduction goal of 20 percent. **Therefore, Stage II: Alarm (Mandatory Restrictions) of this UDCP will be triggered.** In this stage, no more than once-per-week watering schedule for ornamental landscaping will be allowed.

If the combined storage in lakes Buchanan and Travis subsequently increases above 1.1 million acre-feet, the stage will be exited and replaced by Stage 1.

LCRA Drought Contingency Stage 3:

If the total combined storage in lakes Buchanan and Travis drops below 750,000 acre-feet and interruptible stored water supplied to the Lakeside, Gulf Coast and Pierce Ranch agricultural operations is curtailed, LCRA firm water customers must implement additional mandatory drought response measures in their individual drought contingency plans with a target demand reduction goal of 25 percent. In this stage, LCRA firm customers' water use reduction measures for ornamental landscaping must include a) a prohibition on the operation of automatic or manual sprinkler irrigation systems; or b) a maximum of no more than 6 hours per week for operating automatic or manual sprinkler irrigation systems. **Therefore, Stage III: Critical (Mandatory Restrictions) of this plan will be implemented.**

If the combined storage in lakes Buchanan and Travis subsequently increases to 825,000 acre-feet, the stage will be exited and replaced by Stage 2.

LCRA Drought Contingency Stage 4:

If the total combined storage in lakes Buchanan and Travis drops below 600,000 acre-feet, and the LCRA Board of Directors declares a drought Worse than the Drought of Record consistent with the LCRA Water Management Plan (WMP), LCRA will curtail and distribute the available supply of firm water among its firm water customers and firm environmental flow commitments on a pro rata basis according to the amount of firm water to which they are legally entitled consistent with the Pro Rata Plan for Firm Water Demands approved by TCEQ. All uses of interruptible stored water will be cut off prior to and during any mandatory pro rata curtailment of firm water supplies. The initial curtailment of firm water supplies under pro rata will be 20 percent with a target demand reduction goal of 30 percent. In this stage, LCRA will require that firm customers implement mandatory water use reduction measures for ornamental landscaping that must include a prohibition on irrigation of ornamental turfgrass using automatic or manual irrigation systems, including drip irrigation and hose-end sprinklers. **Therefore, Stage IV- Exceptional Drought of this plan will be implemented.** Upon entering LCRA Stage 4, the LCRA Board also shall determine the conditions under which additional mandatory actions shall be triggered, consistent with Appendix C of LCRA's Water Contract Rules, which include specific procedures and requirements related to a pro rata curtailment of firm water supplies. During Stage 4, LCRA will further encourage firm water customers to use alternative water supplies, if available.

The LCRA Board also may set additional criteria for ending or easing pro rata curtailment, such as combined storage increasing to a given level. If such criteria are subsequently met, the Board may increase or decrease the pro rata curtailment percentage. A declaration of a Drought Worse than Drought of Record will be canceled if combined storage in lakes Buchanan and Travis increases to 1.4 million acre-feet. In that event, mandatory pro rata curtailment would be lifted, and the stage would be exited.

SJRA GRP Division Drought Triggers – Texas Water Utilities' Decker Hills, Hulon Lakes, and Serenity Woods Systems Customers Only.

Requirements for Initiation

To the extent that a stage of this plan is not otherwise triggered, then the appropriate stage, as determined by the District’s Operator and Engineer, shall be triggered upon the District having received notice from San Jacinto River Authority’s (the “Authority”) GRP Division that restrictions under its drought contingency plan have been triggered. The District’s operator shall invoke conservations conditions consistent with the conservation conditions implemented by the authority until such time as the Authority discontinues the implementation of such conservation conditions.

Requirements for Termination

The appropriate stage enacted by an additional triggering event shall be rescinded when the District having received notice from SJRA’s GRP Division that restrictions under its drought contingency plan have been lifted.

Stage	Compliance	Initiation (Lake Conroe)	Possible Triggers	Target Reduction
1 - Voluntary	Voluntary	< Elev. 198	Equipment, Pipeline or Sample Failure	5% (Voluntary)
2 - Moderate	Mandatory	< Elev. 196	Equipment, Pipeline or Sample Failure	5% (October – March) 10% (April – September)
3 – Advanced	Mandatory	< Elev. 193	Equipment, Pipeline or Sample Failure	10% (October – March) 20% (April – September)
4 – Severe	Mandatory	Elev. 190	Equipment, Pipeline or Sample Failure	15% (October – March) 30% (April – September)

Section 13: Approved Watering Day Schedule

The following schedule is approved by the Utility for outdoor watering. This schedule is applicable to Stage I.

Approved Watering Day Schedule (Stage I)			
Address Ends In	1,4,7,0	2,5 or 8	3,6 or 9
Watering Days	Monday Thursday	Tuesday Friday	Wednesday Saturday

The following schedule is approved by the Utility for outdoor watering. This schedule is applicable to Stage II.

Approved Watering Day Schedule (Stage II)						
Address Ends In	1 or 7	2 or 8	3 or 9	0 or 4	5	6
Watering Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

APPENDIX

Section 2 Public Education and Involvement – Bill Notice periodically included in monthly bills.

BILL MESSAGE

TWU has posted an updated version of the User Drought Contingency Plan (UDCP) and drought information on our website at:

<https://www.swwc.com/texas/drought/>

Customers were and are encouraged to review the UDCP and wise use of water information and provide comments and suggestions.